

USPS Report on PRC Rate and Service Inquiries for January 2018

The Postal Regulatory Commission referred 49 inquiries to the Postal Service in January 2018. Customers received responses on average within 11 days.

Inquiries covered various topics that fell into three main categories:

- Delivery services 37 – i.e., the time of delivery, forwarding, and method of delivery.
- Customer services 12– i.e., hours of service, availability of retail products, and product tracking.
- Policies/procedures 0 – i.e., general information, obtaining refunds or exchanging postage, suggestions, and international inquiries.

While many of the inquiries were customer specific, the following topic is highlighted for possible interest to a larger audience.

Applying for a Passport is Now Just a Few Clicks Away

Postal Service makes it easier than ever to apply for a passport

Are you planning international travel this year? Are you applying for a passport for the first time? If so, the U.S. Postal Service has made applying for your passport easier with the launch of the USPS Retail Customer Appointment Scheduler™ tool (RCAS) today on <http://www.usps.com/scheduler>.

There are a total of 4,800 Post Offices around the country that offer passport acceptance service. Of these, more than 3,100 offer appointments via telephone, and these select offices will also now offer the ability to schedule appointments through the online RCAS™ tool.

“The Postal Service accepts passport applications on behalf of the U.S. Department of State,” said Kelly Sigmon, vice president of Retail Operations. “The RCAS™ tool provides customers with an easy, convenient way to schedule appointments to apply for their passport at one of the 4,800 Post Offices which offer passport services, and some offices offer photo services as well.”

For the appointment, travelers need to bring with them the following items:

- The completed DS-11, *Application for a U.S. Passport* form, which can be found at the Department of State website at <https://travel.state.gov/content/passports/en/passports.html>. Do not sign the form
- Proof of US citizenship
- Proof of identity (valid driver's license, government employee ID, military ID)
- Photocopies of U.S. citizenship and identification documents (these will be sent with the application, but bring originals for proof documentation)
- Appropriate payment. Acceptable forms of payment can be found on the Department of State website. (Please note that neither debit nor credit cards are acceptable forms of payment by the Department of State)
- Appropriate passport photo, if passport photo services are not available at the selected Post Office location

Passport applications for children under 16 have special requirements. Visit travel.state.gov for more information.

After scheduling a passport appointment, make sure to click the [Informed Delivery](#) button. This new feature allows you to preview your mail and manage packages when you're not home.

The Postal Service receives no tax dollars for operating expenses and relies on the sale of postage, products and services to fund its operations.